



Maintaining Your Registry Program Profile

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The education and training of child care providers are important ways for programs to demonstrate their quality. For programs to earn points in the Education and Training category, which are needed to move beyond a 2 Star rating, these two steps **MUST** be completed:

- 1) Create a Registry Program Profile (also known as an Organizational Profile). It is a collection of information entered by family child care, group child care and school-age programs about the staffing, benefits and policies of the program. To find out how, visit: <http://www.the-registry.org/ProgramProfile.aspx>
- 2) Complete the “YoungStar tab” within the Program Profile. Keep in mind that each employee will need to have a Registry Career Level in order to be assigned to a position and have their qualifications recognized in YoungStar.

If you want help in creating or updating a Program Profile, contact Bridget Benson at the Child Care Information Center: 1-800-362-7353

The information you enter in your Program Profile is automatically used to determine your program's YoungStar rating and reimbursement from Wisconsin Shares child care subsidy program. By signing the YoungStar Contract you agree to keep your Program Profile accurate and up-to-date at all times. All information must be included in your Program Profile because your YoungStar technical consultant **cannot** verify the education of employees by viewing their Registry Certificates. **Every classroom that is open at least 25% of the time the program accepts children needs to be listed on the Program Profile. For example, if the program is open 40 hours per week, any classroom that is open for 10 hours would need to be on the Program Profile.**

While not required, YoungStar recommends that programs have Registry Career Levels for all teaching staff, not just Lead Teachers. This practice will allow the program to transfer teachers more easily between classrooms if an employee leaves.

Keep your Program Profile Up-to-Date All Year Long!

It is the responsibility of the director or family child care provider to ensure their Program Profiles are accurate and up-to-date all year long, not just at the time of their YoungStar rating. Information entered into your Registry Program Profile is automatically used to update your program's star rating. This means that you need to update the Program Profile with any changes to your program and/or staffing as soon as they happen. So, if an employee leaves your program you need to update your Program Profile **immediately**. Outdated or inaccurate information on Program Profiles can lead to inaccurate star ratings and inaccurate Wisconsin Shares payments which will be recouped and/or adjusted when discovered.

Staffing of Group and School-Age Care Programs:

A person can only be associated in The Registry Program Profile with one program at a time. This means a person who has responsibilities for more than one program must choose one organization profile with which to be affiliated. For any person listed in a Director/Site Supervisor or Lead Teacher/Group Leader role in the Registry Program Profile, the person must also meet licensing requirements for the position.

Director or Site Supervisor

- A. The person serving as the Director or Site Supervisor may step in to help out with Lead Teacher or Group Leader responsibilities if a staff member is ill, during staff break/meal times, when special programming or activities require more adults to be in the room or for emergencies.
- B. For YoungStar,¹ the person who is designated as the Director or Site Supervisor shall be on-site for **at least 25%** of the total number of hours they work for the program and shall have the following responsibilities:
 1. Supervision of the planning and implementation of the programming for children
 2. Supervision of the staff at the program
 3. Staff meetings and orientation
 4. Continuing education for the staff

Variations—the following variations to rule B will be allowed:²

- **Centralized administration:** if the program is administrated outside the center, the program may ask for a variation from the typical YoungStar staffing requirements. Responsibilities 1 and 2 (listed above) must be performed by a person who is on-site at the center for at least 25% of the total number of hours they work for the program. Responsibilities 3 and 4 may be performed by a person or persons who are located off-site.

In these cases, the program has two options:

- Option 1: List a person from the administrative office who is responsible for 3 and/or 4 as the Director.
 - Option 2: List the person who is on-site performing responsibilities 1 and 2 as the Director. **If the program wants to choose this option and the person listed as the Director is also a Lead Teacher, the rules for Dual-Role (below) must be followed.**
- **Dual-role:** programs licensed for 30 or fewer children may, in the following limited circumstances, have a Director who also is listed as a Lead Teacher in the Program Profile:³
 - To be eligible to earn 3 Stars: The person in the dual-role has 25% of the time the program is open⁴ devoted to the responsibilities of the Director **AND** child to staff ratios must follow licensing requirements for licensed group centers. The dual-role Director must also meet the educational qualifications for a 3 Star rating. For example, if the program is open 40 hours per week, the person in the dual-role would have to be in the Director role for 10 hours per week.
 - To be eligible to earn 4 Stars: The person in the dual-role has 37.5% of the time the program is open devoted to the responsibilities of the Director **AND** child to staff ratios must follow licensing requirements for licensed group centers. The dual-role Director must also meet the educational qualifications for a 4 Star rating. For example, if the program is open 40 hours per week, the person in the dual-role would have to be in the Director role for 15 hours per week.
 - To be eligible to earn 5 Stars: A full-time dedicated Director must be in place, who meets the educational qualifications for a 5 Star rating.

Verification of the variations to rule B: To verify this indicator, the program may be asked to provide schedules, pay stubs, timesheets, job descriptions, employee handbooks and/or employment policy and procedure documentation.

¹ Licensing requirements regarding the role of the Director are different from YoungStar and can be found here:

<http://dcf.wisconsin.gov/childcare/licensed/Rules.HTM>. Licensing is meant to be a base level for health and safety and YoungStar is meant to be a step higher toward quality. So, while a program may be following licensing requirements for the role of a Director, the requirements outlined in this document will be used for YoungStar.

² In either of these cases, the following rule still applies: A person can only be associated in The Registry's Program Profile with one program at a time. This means a person who has responsibilities for more than one program must choose one organization profile with which to be affiliated.

³ Day camps are not eligible for the dual-role option for 4 or 5 Stars because they are not eligible for a 4 or 5 Star rating through the typical YoungStar rating process. They may only earn 4 or 5 Stars by being accredited through the American Camp Association.

⁴ "The time the program is open" means the number of hours the program accepts children for care. If a program had additional hours where staff are present but no children are in care, these hours do not count toward the time the program is open.

Lead Teachers or Group Leaders

- A. The person who is teaching for the greatest number of hours **between the hours of 6 AM and 6 PM** in a given classroom should be listed as the Lead Teacher or Group Leader on the Registry Program Profile. For example, if the program is open 7 AM to 6 PM and Barbie works 25 hours per week and Ken works 35 hours per week in a given classroom, Ken should be listed as the Lead Teacher or Group Leader for the classroom.
- B. If two or more people work an equal number of hours between the hours of 6 AM and 6 PM, either person can be listed as the Lead Teacher or Group Leader on the Registry Program Profile. For example, if Jenny and Kate both work 8 hours per day in the program (from 7 AM to 3 PM), either could be listed as the Lead Teacher or Group Leader in the Program Profile for that classroom.
- C. To calculate the number of hours a staff person works, only hours between 6 AM and 6 PM will count. For example, a program is open 24 hours per day. In the Bumblebee classroom, Callie works from 7 AM to 3 PM and Sarah works from 3 PM to 11 PM. Callie has to be listed as the Lead Teacher in the Program Profile because even though both she and Sarah work 8 hours per day, only 3 of Sarah's hours are before 6 PM. Therefore, Callie has more hours between 6 AM and 6 PM.

Verification of Staffing

Before approving a rating, the Technical Consultant will visit each classroom or group at least once and must see the person who is listed as the Lead Teacher or Group Leader in the Program Profile teaching in that classroom or group. If a Technical Consultant does not see each Lead Teacher in the classroom in which they are listed in the Registry Program Profile, a Technical Rating will not be completed and the program will be ineligible for a Formal Rating until the information can be verified. Further proof may be required in the form of time sheets or pay stubs.

Before approving any change in rating at a time outside the normal rating time for the program (for example, if a program's rating increases from a 2 Star to a 3 Star due to a staffing change), the program will be required to submit a statement in writing (electronically or in hard copy) **within 14 calendar days of being notified of a rating change** detailing the following information:

- Name of the person hired
- Classroom or group the person will teach in
- Date of hire for the new person
- Date of departure for the previous person teaching in the classroom

If the verification is received **within 14 calendar days of being notified of a rating change**, the program's rating will increase as of the date the higher rating was calculated. If the verification is received **more than 14 calendar days after being notified of a rating change**, the rating increase will be effective the date the verification is received. This would result in a delayed increase in Wisconsin Shares reimbursement rates which cannot be recovered by the program after the 14 calendar day window.

Changes in Staffing

Remember: Information from The Registry is automatically used to update star ratings! So, if an employee leaves, the program needs to **immediately** update their Program Profile to reflect that change. Staff changes can sometimes cause a program's star rating to go up or down.

- If staff changes cause a rating to go **up**: As soon as the information is in The Registry, YoungStar will receive it and adjust the star level on the Friday following the change.
- If staff changes cause a rating to go **down**: **One time per calendar year**, the program is allowed a **60 day grace period** from the date the employee leaves to fill the vacant slot. YoungStar staff at the local YoungStar office will notify any program in this situation. The grace period begins the date the

lower rating is calculated for the first time and ends 60 calendar days later. If, within 60 calendar days, the program has hired a similarly-qualified or more-qualified employee and has updated this information in the Registry, the star rating and payment will stay the same or be increased accordingly. If a program hires a new employee who does not meet the same qualifications or does not hire within the 60 days, the star rating and Wisconsin Shares quality incentive payments to the program may be recouped to the date the past employee left the program.

Further Information about the Grace Period

Grace Period Waivers: The grace period is given once per calendar year and is 60 calendar days in length. The grace period is typically given the first time a rating drops in a calendar year. Programs can choose to “save” their grace periods to use at a later date if they anticipate a drop in rating later in the calendar year. However, if a program waives a grace period, it cannot be reclaimed. For example, if a program has a short rating drop in January, but they anticipate a longer rating drop in June when two of their highly-qualified teachers are leaving, they would sign a Grace Period Waiver form when the rating drops in January. Then, if the rating drops again in June, they could use their grace period at that time. However, if they sign a grace period waiver in January and the rating never drops again during that calendar year, they will not be allowed to retroactively “claim” their January grace period at the end of the year.

Registry Career Level Processing Delay: If, within the 60 day grace period, a program hires a similarly-qualified or more-qualified employee and has a **completed** application for a Registry Career Level, but the new employee is not in the program’s Program Profile because the Career Level has not been processed, the local YoungStar office will wait for the Program Profile to be completed before activating the rating. **A completed application means that all materials for a Registry Career Level have been received by The Registry and all necessary fees have been paid.** YoungStar staff will verify that the application was complete before the 60 day grace period expired by contacting The Registry.

Moving Employees Within a Program: Prior to a rating drop caused by a highly-qualified employee leaving, if a program has an employee on staff without a Registry Career Level who is similarly-qualified or more-qualified than the employee who is leaving and the program moves that second employee into the classroom to replace the departing employee as soon as the first employee departs, this does not count as a staff change that would use a grace period as long as a **completed** application for a Registry Career Level is submitted to The Registry within 14 days of the rating drop.

If the program submits a **completed** application for a Registry Career Level to The Registry within 14 days of the rating drop, the local YoungStar office will verify with The Registry that a completed application was received within 14 days of the rating dropping. If this can be verified, the local YoungStar office will hold off activating the lower rating. After the Registry processes the Career Level, the employee should immediately be placed into the Program Profile by the program. Then, the program should notify the local YoungStar office. If the rating goes up after the Program Profile was updated, the local YoungStar office will activate the higher rating. If the rating remains at the lower level after the Program Profile is updated, the local YoungStar office will activate the lower rating. In either case, the rating will be effective the date of the original rating drop.

Example: ABC Child Care is rated 3 Stars. One of their teachers, Jane Smith (Registry Level 12), is leaving. Cathy Jones, who has an associate’s degree in early childhood but has not been given a Registry Career Level yet because she was not in a lead teaching role, is currently working in the same classroom as Jane as an assistant teacher:

1. Jane takes another job and ABC promotes Cathy to be the lead teacher in that classroom. However, because Cathy doesn’t have a Registry Career Level, she cannot be put into ABC’s Program Profile.
2. ABC’s rating drops from 3 Star to 2 Star because there is no one in that classroom.
3. The local YoungStar office sees this drop and contacts the program to understand the situation.

4. ABC submits a **completed** application for a Registry Career Level to The Registry within 14 days of the rating drop.
5. After 14 days, the local YoungStar office verifies with The Registry that a completed application was received within 14 days of the rating dropping.
6. After the Registry processes the Career Level, Jane is immediately placed into the Program Profile by ABC. ABC notifies the local YoungStar office.
7. ABC's rating goes back up and the local YoungStar office activates the 3 Star rating.

Banking Grace Period Days: Programs cannot “bank” grace period days to use later in the year. For example, a program's rating drops from a 3 Star to a 2 Star on March 1, and the program chooses to use a grace period. Then, the rating goes back up on March 15. The program has used the grace period for that calendar year and does not get the unused 46 days.

Timing of Grace Periods: A grace period begins the first day the lower rating is calculated. If a rating is calculated at the end of one calendar year and extends into another calendar year, the following rules will apply:

- If a program has not used their grace period for the calendar year that is ending, they may use it and it would range into the new calendar year for a total of 60 calendar days. If the program still hasn't hired a similarly or more qualified employee after 60 days, the local YoungStar office would follow the normal procedure to activate the lower rating. For example, a program goes from 4 Star to 3 Star on December 13, 2012 and they have not used their grace period for 2012. They may use it then and it would extend through February 11, 2013. The program MAY NOT stack multiple years' grace periods to extend the grace period beyond 60 days. So, in this example, they cannot use the 2012 grace period from December 13, 2012 until February 11, 2013 and then add the 2013 grace period on so that it is extended to April 12, 2013.
- If a program's rating drops in one calendar year and the program has already used their grace period for that calendar year, once the new calendar year begins, they **may not** use the grace period for the new calendar year because the rating drop happened in the previous calendar year. The grace period for the new year would start the first time the program had a rating drop in the new calendar year. For example, a program goes from 4 Star to 3 Star on December 13, 2012 but they have already used their grace period for 2012 so the local YoungStar office follows the normal procedure to activate the lower rating. The rating batch runs again on January 3, 2013 and the program is still at 3 Star. The program cannot use their 2013 grace period because the original drop occurred in 2012. If the program then goes back up to 4 Star on January 15, 2013 and then drops again to 3 Star on February 15, 2013, they could use their 2013 grace period then because the rating drop occurred in 2013.